# CASE MANAGEMENT: YOUNG ADULTS IN TRANSITION

2/28/2019

# WHAT ARE REASONS YOUNG PEOPLE DO NOT GO IN FOR SERVICES?

- Stigma
- Guilt/Shame
- Lack of finances
- Lack of insight on mental illness/trauma
- Lack of knowledge about resources
- Access to services

Some Common Behavioral Health Challenges for Young Adults

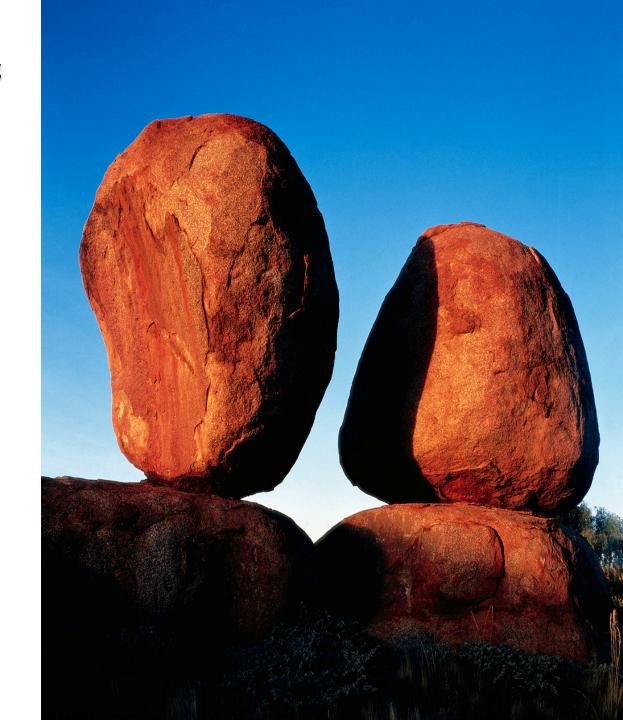
**MAJOR DEPRESSION** 

**BIPOLAR DISORDER** 

**ANXIETY DISORDER** 

**SCHIZOPHRENIA** 

**SUICIDALITY** 



# **MENTAL HEALTH** DISORDERS

## SYMPTOMS/ **BEHAVIORS** (5 of 9)**Depressed Mood**

or body movement

sleep/oversleeping

Inability to



**Major Depression** 

Be mindful of mood shifts Changes in sleep pattern Little interest in activities

and alternative sleep patterns Look for when they seem most productive Learn to differentiate self

Pacing or slowing of thought Guilt/Worthlessness:

harming behavior versus suicidality

One of the most common reasons people seek MH Services Highest among Individuals

aged 18-25

Frequent thoughts of death or suicide Difficulty concentrating **Fatique** 

Focus on short term goals they want to accomplish.

# Suicidality

V. S. Self Harming

The deliberate taking of one's life.

A form of mutilation.

Often the last resort when the person feels there are no other options.

Is about escaping feelings, coping with stressors, expressing pain, punishing

themselves, euphoria (causes addiction

Types: Cutting, Burning, Hitting, Picking

at skin, Pulling hair, Biting, Carving

Warning Signs: -Seeing cuts and burns

Wearing hoods or long sleeves during

hot weather

-Spending long periods of time locked in a bathroom/bedroom -Isolation and avoiding social situations 2/28/2019

### BIPOLAR DISORDER

https://www.youtube.com/watch?v=KSvk8LLBo
2g

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# **MENTAL HEALTH DISORDERS**

# SYMPTOMS/ **BEHAVIORS**

**HOW YOU CAN HELP** 

**Anxiety Disorder** 

**Excessive Fear; Worry** about things before they

Reorient them to logic and problem solving methods

Affects 40 million adults in

Irritability and lack of concentration

complaints

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happen

Encourage self regulating skills (Ways to calm down)

the United States age 18 and older every year. Most common form of mental illness in the U.S.

Uneasiness that interferes

Be patient and encourage small victories

with daily life **Physical Complaints:** Frequent stomach aches, headaches, or physical

Rehab on recognizing physical signs of anxiety Appt. to see doctor.

5 Types: GAD, Obsessive Compulsive Disorder, Panic Disorder, PTSD, Social Phobia

# **MENTAL HEALTH** DISORDERS

# SYMPTOMS/ **BEHAVIORS**



delusions/hallucinations

Schizophrenia

Schizo-Split

Phrenia- Mind

Little range of emotions; Few facial expressions; Poor eye contact;

**Encourage alternative** coping skills and treatment

Delays in language, Splitting of the mind and tone

**Unusual motor behaviors**; Odd speech, both in content

while also educating on support of medication.

**Hallucinations** 

May demonstrate confusion,

suspicion, paranoia;

Teach "check in, check out" techniques to ground in reality.

hospitalizations for every

Do not jump to

### DELUSIONS V.S. HALLUCINATIONS

- Delusion- are considered inaccurate/false beliefs held by an individual, (typically with a mental illness), regardless of logical evidence disproving the belief.
  - Ex. Neighbor can project and insert thoughts into your head. "My neighbor can read the thoughts in my head?"
- Hallucination- A person experiences something that doesn't really exist except in their mind.
  - Visual, Auditory, Olfactory (Smells), Gustatory (Taste), Tactile (Feeling)

Auditory hallucinations (e.g. hearing voices or some other sound) are most common type of hallucination in schizophrenia.

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## MENTAL HEALTH DISORDERS Suicidality

for people ages

10-34

## SYMPTOMS/ **BEHAVIORS** Statements of hopelessness,

**HOW YOU CAN** HELP

worthlessness and guilt Giving possessions away etc. Sudden happiness/high

energy after prolonged

sadness/depression

Sudden interest or

disinterest in religion

periods of

used. (QPR and CAMS) Do not elicit shame or guilt to divert suicide attempts. Be able to separate self harm from suicidality

**Know difference between** 

active and passive suicidality

Be direct with the question,

mindful of tone and language

2<sup>nd</sup> Leading cause of death

#### SOCIAL EMOTIONAL DEVELOPMENT

- Who am I? Where do I belong?
  - Identity development (gender, sexual, ethnic)
  - Self-esteem
  - Role of peer group



- How do I relate to others?
  - Social Skills
  - Emotional Intelligence

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## THE DEVELOPING BRAIN, ADOLESCENCE AND VULNERABILITY TO DRUG ABUSE

#### Brain Development

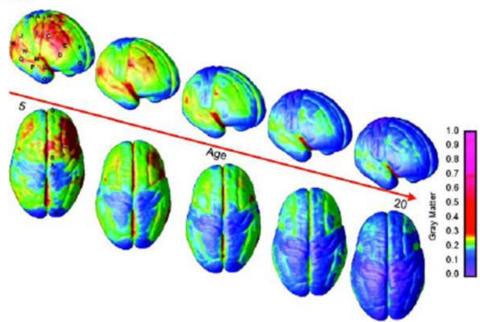


Maturation Occurs from Back to Front

of the Brain

Images of Brain Development in Healthy Youth (Ages 5 – 20)

Blue represents maturing of brain areas



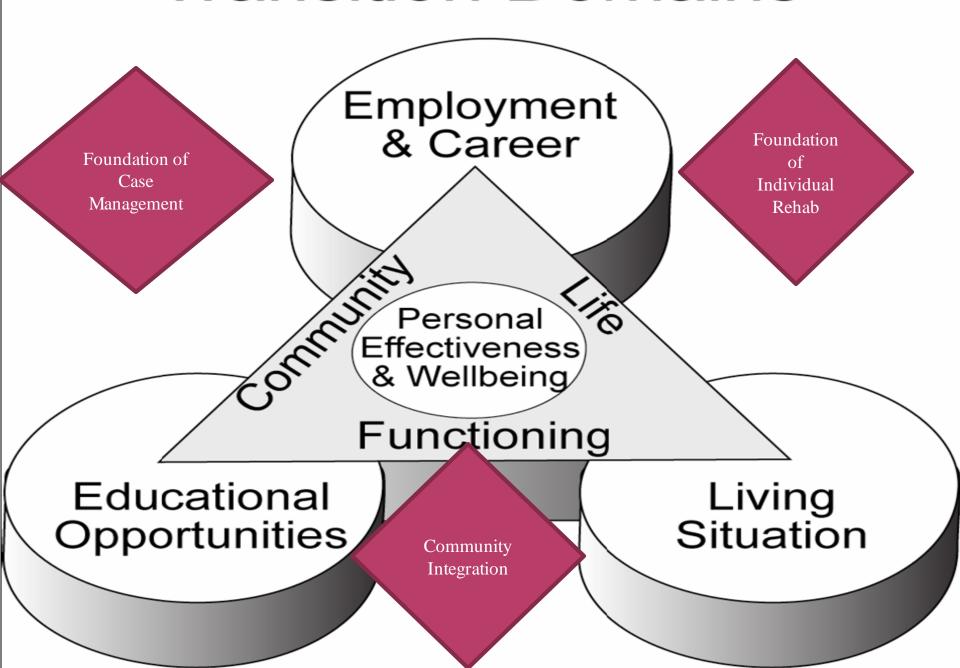
Source: Gogtay, Giedd, et al., 2004.

Copyright © 2004 The National Academy of Sciences, USA Gogday, N., Gledd, J.N., et al. (2004)

Dynamic mapping of human cortical development during childhood through early adulthood Proceedings of the National Academy of Sciences, 101 (21), 8174 – 8179

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## **Transition Domains**



#### IMPROVING TRANSITION OUTCOMES FOR YOUNG PEOPLE

### **Community Integration**

- Physical Integration: Activities of daily living
- Social Integration: Engaging in social interactions with community members (General Members)
- Psychological Integration: Sense of belonging in their community

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Education	Living Situations
Employment and Career	Community Life Functioning

# PUTTING CASE MANAGEMENT AND LIFE DOMAINS INTO PRACTICE



Education

Living Situation

Case
Management
Advocate, link
and Refer

**Employment and Career** 

Community Life Functioning

# PUTTING INDIVIDUAL REHABILITATION AND LIFE DOMAINS INTO PRACTICE



Education

Living Situation

Ind Rehab Educate, teach and taught

**Employment and Career** 

Community Life Functioning

### RESOURCES

#### **Education Resources**

Local Career Technology Centers <a href="http://www.okcareertech.org/technology-centers">http://www.okcareertech.org/technology-centers</a>

Alternative Education Programs/GED <a href="http://ok.gov/sde/ged-testing-centers">http://ok.gov/sde/ged-testing-centers</a>

#### **Living Situations**

Local Housing Authorities <a href="https://www.hud.gov/program\_offices/public\_indian\_housing/pha/contacts">https://www.hud.gov/program\_offices/public\_indian\_housing/pha/contacts</a>

Oklahoma Housing Finance Agency <a href="http://www.ohfa.org/">http://www.ohfa.org/</a>

Local Community Action Agencies <a href="http://okacaa.org/agencies/">http://okacaa.org/agencies/</a>

#### **Employment and Career**

Oklahoma Department of Rehabilitation Services <a href="http://careers.okdrs.org/">http://careers.okdrs.org/</a>

#### **Community Life Functioning**

Local Community Action Agencies <a href="http://okacaa.org/agencies/">http://okacaa.org/agencies/</a>

YMCA http://www.ymca.net/

Former Foster Youth <a href="http://www.okil.ou.edu/yes-i-can">http://www.okil.ou.edu/yes-i-can</a>

Former Foster Youth <a href="http://www.okil.ou.edu/">http://www.okil.ou.edu/</a>

# HOUSING AND HOMELESS PREVENTION



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## ACCESSING HOUSING

Stage 5
Maintaining
Housing

Stage 4
Accessing Housing

Stage 3
Overcoming Barriers

Stage 2 Housing Needs Assessment

Stage 1
Request for Housing Services

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#### HOUSING NEEDS ASSESSMENT

- Housing Supports and Services
- Transportation Services
- Financial Supports
- Employment Services/Supports
- Education Services/Supports
- Social Supports and Services
- Life/Daily Skills Services

# "HOUSING FIRST" APPROACH TO CASE MANAGEMENT

An approach that prioritizes:

- Providing quick permanent affordable housing to individuals and families experiencing homelessness.
- Provides community supports and supportive services in order to keep their housing and avoid returning to homelessness.



### HOUSING FIRST: IMPORTANCE

### Housing First yields:

- Higher housing retention rates
- Lower returns to homelessness
- Significantly reduces the use of crisis services and institutions



### HOUSING FIRST: KEY PRINCIPLES

- Safe and affordable housing
- All people can achieve housing stability in permanent housing; supports may look different
- Everyone is "housing ready"
- Improved quality of life, health, mental health, and employment can be achieved through housing
- Right to determination, dignity and respect
- Configuration of housing and services based on participants needs and preferences



# HOUSING FIRST: PERMANENT SUPPORTIVE HOUSING

- Most effective for people experiencing chronic homelessness
- Housing First permanent supportive housing models result in:
  - ✓ Long-term housing retention rate of up to 98 percent
  - ✓ Improved physical and behavioral health outcomes
  - ✓ Reduced use of crisis services

**√** 

- Current PSH providers can move to Housing First model by:
  - ✓ Reviewing current policies and procedures
  - Learn and adopt Housing First services approaches and practices



### HOUSING FIRST: CORE COMPONENTS

- Few to no programmatic prerequisites to permanent housing entry
- Low barrier admission policies
- Rapid and streamlined entry into housing
- Supportive services are voluntary
- Tenants have full rights, responsibilities, and legal protections
- Practices and policies to prevent lease violations and evictions
- Applicable in a variety of housing models



## HOUSING FIRST CHECKLIST: PROJECT-LEVEL ELEMENTS

#### **Additional Elements Found in Advanced Models:**

- Applicants prioritized based on duration/chronicity of homelessness, vulnerability, or high utilization of crisis services.
- Tenants given flexibility in rent payments; payment plans or financial management (e.g. rep payee).
- Case managers trained in motivational interviewing and client-centered counseling.
- Non-judgmental communication regarding drug/alcohol use and offers education on avoidance of risky behaviors.
- Building/apartment accommodations for disabilities.



# WHAT ARE THE ELEMENTS OF A HOUSING FIRST PROGRAM?

- Permanent supportive housing (PSH)
- Rapid Re-Housing.

### PERMANENT SUPPORTIVE HOUSING

#### Targets:

- Individuals and families with chronic illnesses, disabilities, mental health issues, or substance use disorders.
- Must have experienced long-term or repeated homelessness.
- It provides long term rental assistance and supportive services.

#### How Can You Help?

- Case managers should provide documentation to validate illness or disability.
- May require VI-SPDAT scores to prove risk of repeated episodes of homelessness

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## VI-SPDAT

- Vulnerability Index Service Prioritization Decision Assistance Tool
- Prioritizes who will receive services based on vulnerability
- Different Types: Single Adults Family

## VULNERABILITY INDEX SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL

C. Socialization & Daily Functioning				
10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money?	ΠY	□N	<b>□</b> Refused	
11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?	ΒY	DN	<b>□</b> Refused	
IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR <b>MONEY MANAGEMENT.</b>				
12.Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	ΠY	DN	Refused	
IF "NO," THEN SCORE 1 FOR <b>MEANINGFUL DAILY ACTIVITY.</b>				SCORE:
13.Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	ΩY	QN	☐ Refused	
IF "NO," THEN SCORE 1 FOR SELF-CARE.				SCORE:
14.Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?	ΩY	ΩN	☐ Refused	
IF "YES," THEN SCORE 1 FOR <b>SOCIAL RELATIONSHIPS.</b>				SCORE:
				0

### RAPID RE-HOUSING

- Provides short-term rental assistance and services.
- Goals- to help people obtain housing quickly
- Core Components of rapid re-housing—housing identification, rent and move-in assistance, and follow up short term case management

#### How Can You Help?

- May require diagnosis letter or verification of disability/illness
- May require validation of planning to or currently participating in a case management program
- May request that the consumers work with their own case managers.

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# OVERCOMING BARRIERS TO ACCESSING HOUSING

- Poor or lack of rental history
- Lack of financial resources

Criminal history



 Social stigma associated with involvement in systems (mental health, criminal justice, etc.)

### FAIR HOUSING ASSISTANCE



Metropolitan Fair Housing Council of Oklahoma: private, nonprofit, fair housing agency dedicated to the creation of racially and economically integrated communities, and the elimination of housing discrimination throughout the state.

Legal Aid Services: A non-profit law firm. They help eligible low-income individuals and seniors with civil legal problems.

- □ 1.Client services to alleged victims of housing discrimination
- 2.Fair Housing and fair lending education and outreach to consumers, public and private social service, community, faith-based organizations, attorneys and members of the housing industry





## Metro Fair Housing Council Offers (MFHC)

- ✓ Fair Housing Counseling
- ✓ Investigation and Testing
- ✓ Complaint Referral
- **✓ Mediation Services**
- ✓ Legal Referral

## EDUCATION AND OUTREACH



- MFHC provides Fair Housing Educational and Outreach services throughout Oklahoma
- Fair housing and fair lending training
- Educational seminars
- Outreach services are for everyone.



### FAIR HOUSING ASSISTANCE

Metro Fair Housing Council of Greater Oklahoma City 1500 N.E. 4th Street, Suite 204 Oklahoma City, OK 73117 405-232-5119

http://metrofairhousing.org/index.html

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### FAIR HOUSING ASSISTANCE



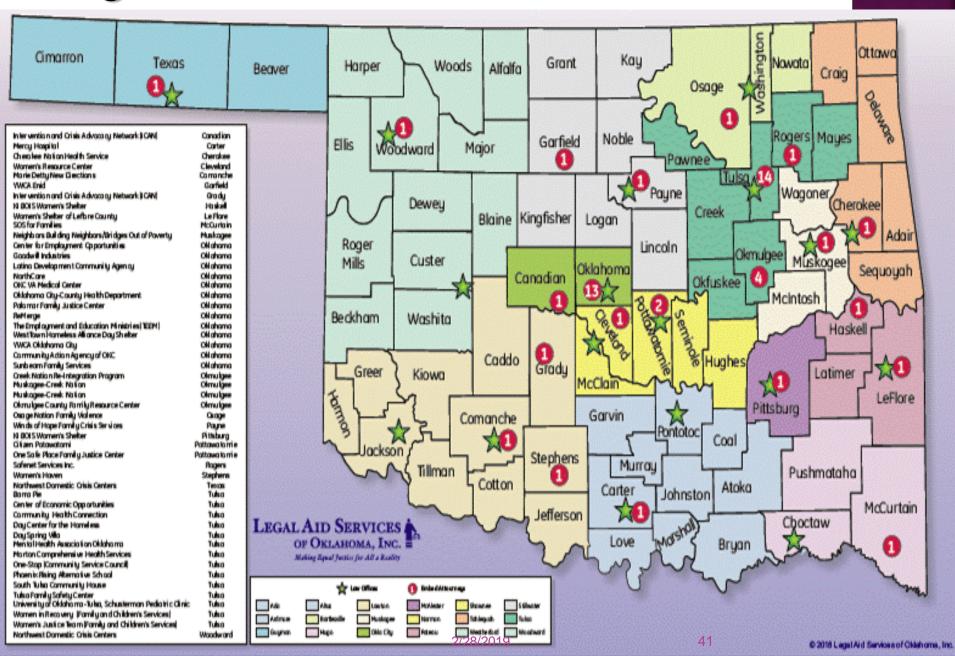
**✓** Eviction

✓ Foreclosure

✓ Landlord Repairs

✓ Public Housing and Section 8

## Legal Aid Services of Oklahoma



## FAIR HOUSING ASSISTANCE



Legal Aid Services of Oklahoma Administrative Offices 2901 North Classen Blvd., Suite 110 Oklahoma City, OK 73106 405-521-1302

http://www.legalaidok.org/

## ACCESSING HOUSING: HUD REGULATED AGENCIES RENTAL ASSISTANCE PROGRAMS



## ACCESSING HOUSING: HOUSING AGENCIES

Oklahoma Housing Finance Agency (OHFA)

Public Housing Authorities (PHA)

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#### HOUSING AGENCIES COMPARISON

#### **OHFA Programs**

- Section 8 Rental Assistance Program
- Family Self Sufficiency Program
- Section 8 Homeownership Program
- Project Based Contract Administration (PBCA)
- Housing Opportunity People With AIDS (HOPWA)
- ✓ Veterans Affairs Supportive Housing (HUD-VASH)

#### **PHA Programs**

- Section 8 Rental Assistance Program
- ✓ Public Housing Program
- √ Homeownership Program
- ✓ Family Self Sufficiency Program
- √ Family Reunification Program

## SECTION 8 RENTAL ASSISTANCE PREFERENCE PROGRAMS

#### **OHFA Preference Program**

√ Homeless Preference

✓ Disabled Preference

#### OKC PHA Preference Program

✓ Disabled Preference

#### Tulsa PHA Preference Program

- ✓ Disabled and Receiving SSI/SSDI Preference
- ✓ Elderly 62 and Older Preference
- ✓ Living in a Care Facility (Shelter) because of Domestic Violence

#### OHFA SECTION 8 RENTAL ASSISTANCE APPLICATION

#### ✓ Step 1

Application can be completed online or on paper.

Applicants mailing address is extremely important

Date of Birth and SS# are important

House hold information is also important.

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#### OHFA SECTION 8 RENTAL ASSISTANCE"

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## OHFA SECTION 8 RENTAL ASSISTANCE

#### Step 2 Certification/Recertification Process

- ✓ Verification of Income and Household Composition
- ✓ Financial Eligibility Determination

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## OHFA SECTION 8 RENTAL ASSISTANCE

#### Step 3 Obtaining a Voucher

- ✓ Issuance of Vouchers-(when funding is available) OHFA will issue vouchers to applicants whose eligibility has been determined.
- ✓ Applicant Briefing- HUD requires briefing for all applicants (individual or group).

2/28/2019

## OHFA SECTION 8 RENTAL ASSISTANCE

## Step 4 Landlord Approval and Scheduling the Housing Quality Inspection (HQS)

- ✓ Landlord Approval- participants must gain landlord approval before requesting an inspection.
- ✓ **HQS** In the Section 8 Housing Choice Voucher Program the dwelling must pass the inspection to receive a subsidy.
- ✓ Housing Quality Standards help to ensure the dwelling will be safe, healthy, and comfortable.

## ACCESSING SECTION 8 RENTAL ASSISTANCE

#### **Step 5 Housing Assistance Payment Contract (HAP)**

- ✓ **HAP**-agreement is the final step in the process of obtaining housing
- ✓ **HAP**-places agreement between OHFA and the landlord.
- ✓ **OHFA** will provide assistance up to 40% of the monthly adjusted income

Availability and wait times vary, always have back up resources.

#### MOST FREQUENT BARRIERS FOR EX-OFFENDERS

- Felony Drug or Violent Conviction Policy: Assistance will be denied for a period of 3 Years from the date of conviction/arrest/ and/or incarceration
- Methamphetamine Policy: Assistance will be denied for a period of 10 years if an individual has been arrested/convicted/incarcerated for using/distributing/manufacturing methamphetamine (whichever is later)
- If an individual has been arrested/convicted/incarcerated for distribution and manufacturing of methamphetamine in or on government owned housing or property that individual will face a life time ban from receiving section 8 housing.

2/28/2019

#### MOST FREQUENT BARRIERS FOR EX-OFFENDERS

- Sex Offender Policy: OHFA will permanently deny admission or terminate assistance if any member of the household is subject to a lifetime registration requirement under a State sex offender registration program.
- Sex Offenders, not subject to lifetime registration, will be denied assistance for a period of 10 years from the date of arrest/conviction/incarceration (whichever is later) or during the period they are required to be registered as a sex offender, whichever is greater.

## **OXFORD HOUSE**



### **OXFORD HOUSE**

- Oxford House is a democratically ran, self-supporting, drug free home
- The number of residents in the house may range from 6-15
- Houses for men, women, and women with children.
- Average stay is a year, can be three of more

### **OXFORD HOUSE LOCATIONS**

January 2019

Ada	2	Norman	10
Broken Arrow	3	OKC	28
Claremore	6	Owasso	1
Enid	4	Ponca City	2
Edmond	5	Shawnee	3
Moore	4	Stillwater	2
Muskogee	2	Tulsa	31

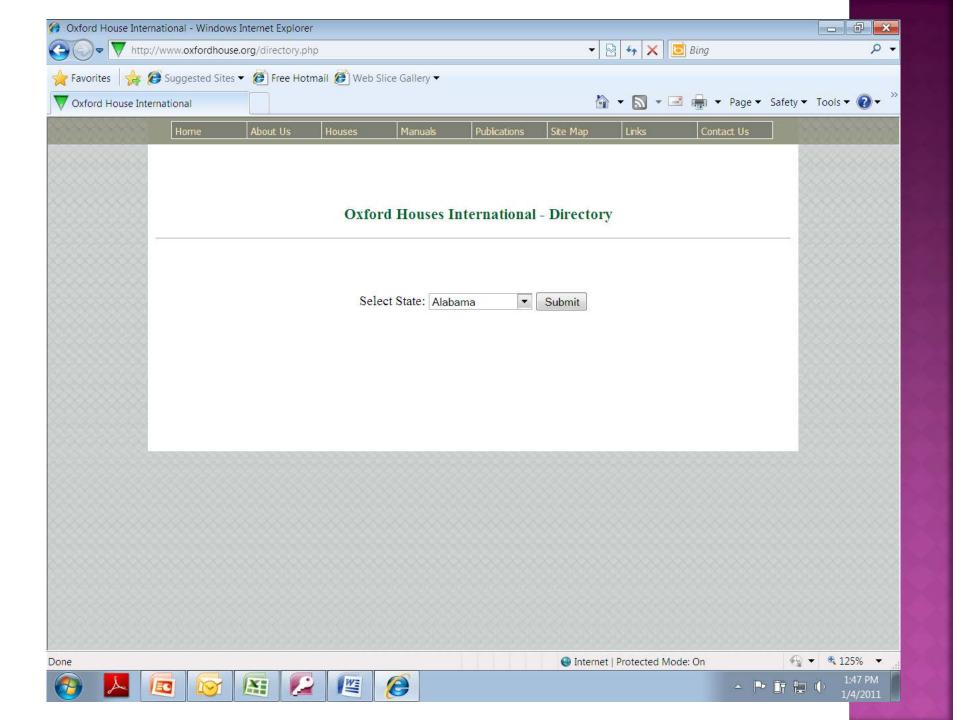
## ELIGIBILITY CRITERIA FOR OXFORD HOUSE ACCEPTANCE

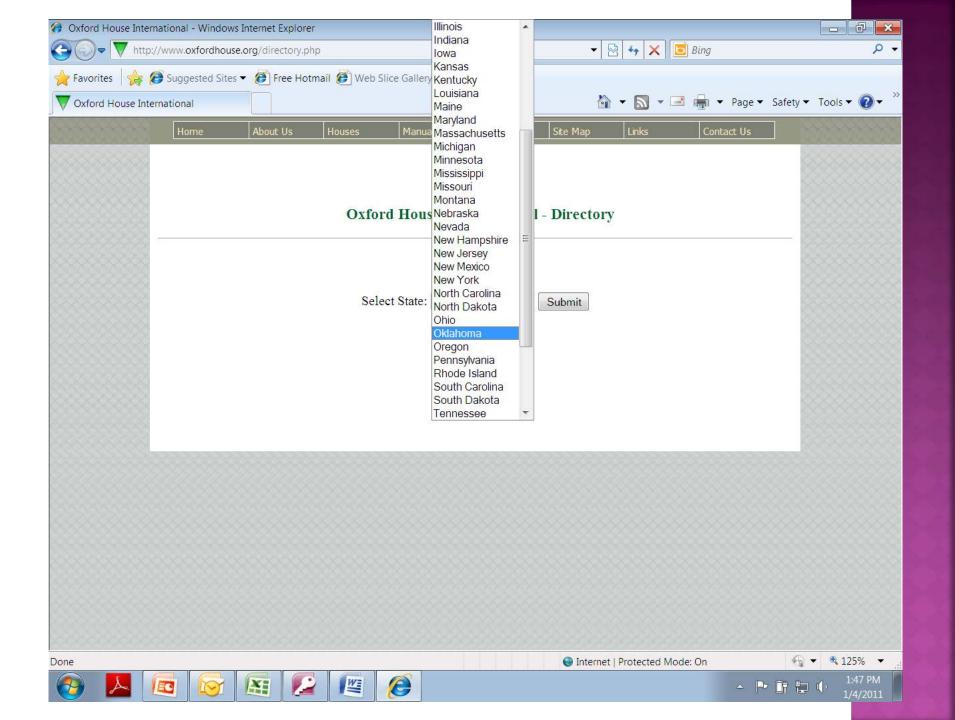
 Completion of inpatient alcohol or drug treatment

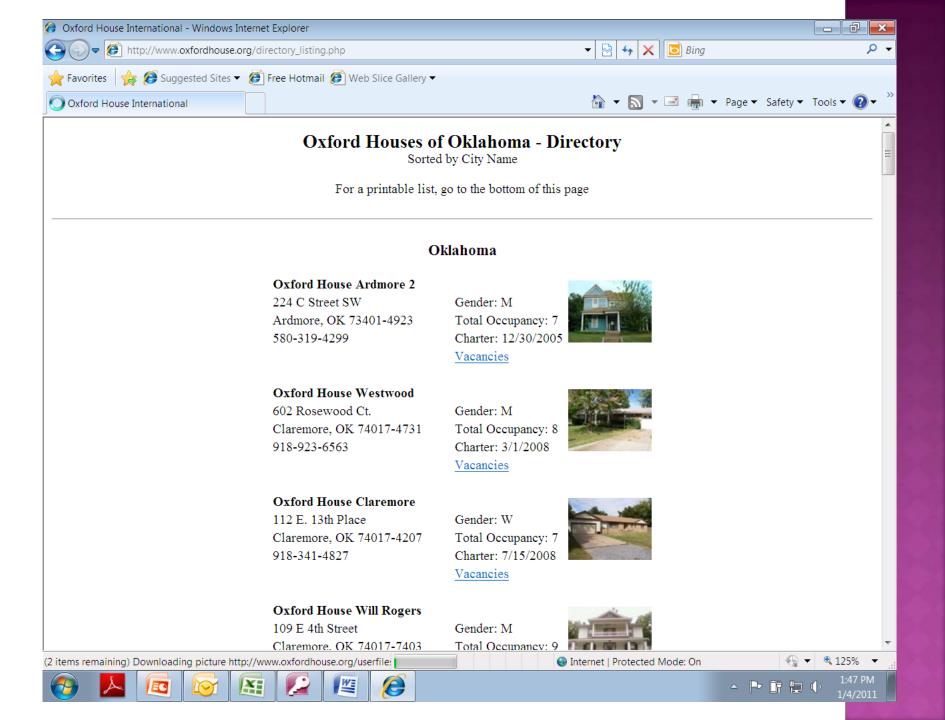
- Completion of a medical detox program
- Sobriety that is free from dangerous withdrawals

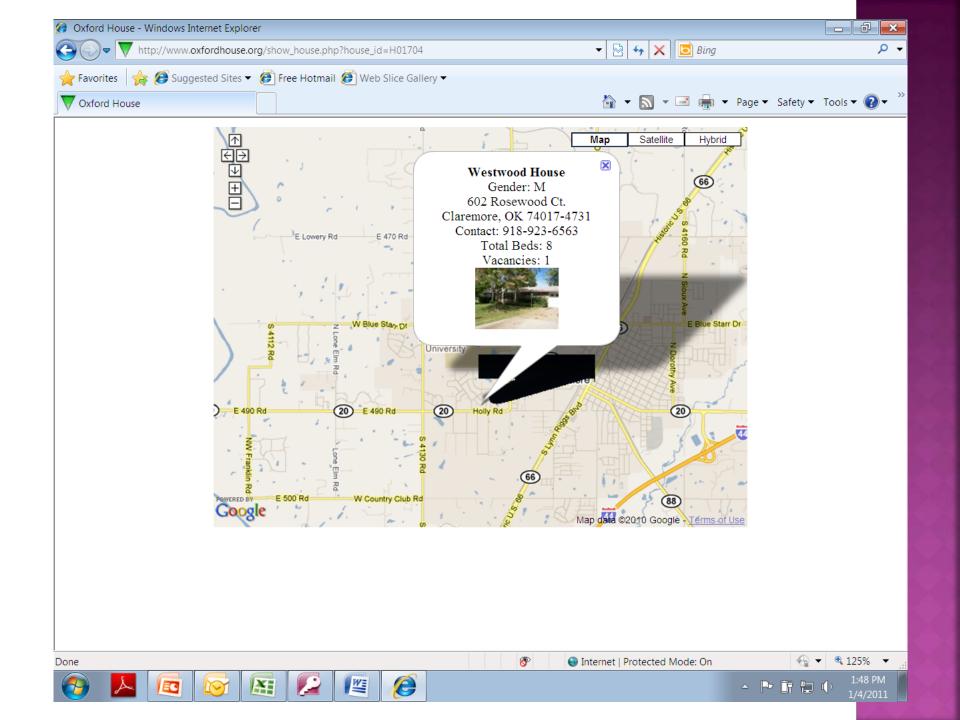












### **ELIGIBILITY**

**Application Process:** 

- Complete an application
- Contact the outreach services rep or the house to schedule an interview
- Attend interview at the house

Requires an 80% yes vote from residents, if not they can try another house.

### RESIDENT EXPENSES

- Residents must pay a \$100 move in fee
- The rent ranges from \$75 to \$125 per week per individual.
- Each individual is responsible for their own groceries and personal hygiene items.

### **SUCCESS RATE**

Monthly Success Rate: 93% 1

Long Term Success Rate: 87% 2

- 1. Based on data collected in Oklahoma
- 2. DePaul University found at oxfordhouse.org

#### NATIONAL OXFORD HOUSE RESIDENT PROFILE

Houses: 669 Men: 1,618 12,872 Houses  Total Recovery Beds: Number of States with Percent Addicted to 18,025 Houses: 44 Only Alcohol: 21%  Cities with Oxford Average Race Marita	Network of es: 2,287  I Status –
Total Recovery Beds: Number of States with Percent Addicted to 18,025 Houses: 44 Only Alcohol: 21%  Cities with Oxford Average Race Marita	l Status –
18,025 Houses: 44 Only Alcohol: 21%  Cities with Oxford Average Race Marita	
Cities with Oxford Average Race Marita	
Houses: 481 Rent/Group/Month White 69% Never M	arried 48%
\$1,526 Black 22% Separa	ated 18%
Other 9% Divor	ced 28%
Marı	ried 5%
Wido	wed 1%
Average Age of Residents Working: Prior Homelessness: Average Ja	ail Time: 13.4
Residents 37.2 87% 68% N	⁄los.
Percent Veterans 12% Average Monthly Average Time Prior	Jail: 77%
Earnings: \$1,895 Homeless: 7.9 Mos.	
Average Educational Residents Working: Average AA or NA Percen	t Going To
Level 12.2 yrs 87% Meetings per Week: Counseling	plus AA/NA:
5.2	15%
Range of Educational Average Monthly Average Length of Residen	ts Expelled
Level 3-19 yrs. Earnings: \$1,895 Sobriety of House Because	of Relapse:
Residents: 13.4 Mos 23	1.9%
Average Cost/Person Percent Addicted to Average Length of Stay Average	ge No. of
per Week: \$123 Both Drugs and Alcohol: in an Oxford House: 8.3 Applican	ts For Each
79% Mos. Vacant	Bed: 4.4

### OKLAHOMA OUTREACH REGIONS



Region 1: 405-446-2751

#### Region 2

Tulsa Broken Arrow Owasso Claremore Muskogee Sapulpa

Region 2: 918-936-0267

#### Region 3

Ardmore Ada Shawnee Durant McAlester

Region 3: 405-519-1910

#### Region 4

Norman Moore Lawton

Region 4: 405-826-6796

#### Region 5

Stillwater Enid Ponca City

Region 5: 405-826-6818

### **RESOURCES**

Tulsa Day Center for the Homeless, Inc.

415 W. Archer Street Tulsa, OK 74103 918-583-5588

West Town Day
Center OKC

1729 NW 3<sup>rd</sup> street Oklahoma City, OK 73106 Mental Health
Association in Tulsa
1870 South Boulder
Tulsa, Oklahoma
74119
Phone (918)585-1213
Fax (918)585-1263
info@mhat.org

www.mhat.org

Neighborhood Services Organization

413 SW 11<sup>th</sup>St. Oklahoma City, OK 73109 405-236-0413

www.nsookc.org

Youth Services of Tulsa

311 S. Madison Ave. Tulsa, OK 74120 (918) 582-0061

https://www.yst.org

### RESOURCES

#### **USDA**

Tommy Earls, Program Director

100 USDA, Suite 108 Stillwater, OK 74074 405-742-1070

E-mail: tommy.earls@ok.usda.gov

#### City Care, Inc.

2400 General Pershing Blvd. Oklahoma City, OK 73107 (405) 609-2400

www.citycareinc.org

#### <u>Jonathan Roberts - Executive Director</u> <u>for Be The Change/YES services</u>

405-589-5315 Jonathanroberts@bethechangeok.org

## Oklahoma Association of Community Action Agencies

2800 N.W. 36<sup>th</sup> street, suite 221 Oklahoma City, OK 73112 (405)949-1495

www.okacaa.org

#### Mental Health Association (OKC)

Address: 400 N Walker Ave, Oklahoma City, OK 73102

Phone: (405) 943-3700

### **WEBSITES**

U.S. Department of Housing and Urban Development www.hud.gov

Oklahoma Housing Finance Agency www.ohfa.com

Oklahoma City Housing Authority www.ochanet.org

Tulsa Housing Authority

www.tulsahousing.org

Lawton Housing Authority

www.lawtonhousing.org

Norman Housing Authority

www.normaha.org

# Coco's Story http://www.youtube.com/watch?v=T900sKUk loA

## **QUESTIONS?**



We have come dangerously close to accepting the homeless situation as a problem that we just can't solve. -Linda Lingle